

Complete Sports Care

Late Cancellation and Failure to Attend Policy

Complete Sports Care is a centre of excellence committed to providing the highest quality care and achieving the best possible treatment outcomes for patients. Our patients are treated by a team of international leaders in the field of injury, against an advanced framework that promotes faster healing and better long term results for difficult to treat injuries.

Due to our long appointment waiting lists, the following late cancellation and failure to attend policy applies to all patients;

- 1) By accepting an appointment time at the time the booking is made, the patient agrees to adhere to the late cancellation and failure to attend policy
 - 1.2) By accepting an appointment time at the time the booking is made, the patient acknowledges that any subsequent reminder phone calls or text messages are a courtesy service and that the late cancellation and failure to attend policy stands from the time of the initial booking, irrespective of any reminder services
- 2) Any appointment cancellation made with less than 24 hours notice will incur a cancellation fee of 50% of the consult cost
- 3) Late cancellation fees must be paid within 7 days of the cancelled appointment
- 4) If the appointment is rescheduled at the time of cancellation, the late cancellation fee may be taken at the time of the new appointment
- 5) If the appointment is not rescheduled at the time of cancellation, all outstanding late cancellation fees must be paid prior to booking a new appointment
- 6) Failure to attend an appointment without cancellation will incur 100% of the consult fee
- 7) Failure to attend fees must be paid within 7 days of the missed appointment
- 8) All outstanding failure to attend fees must be paid prior to booking a new appointment
- 9) By ticking the box on the New Patient Details form, all patients agree to these conditions

For further information regarding the Complete Sports Care Late Cancellation Policy, please email info@completesportscare.com.au or phone (03) 9882 2020.